

School Street and Restricted Turn – Experimental Traffic Orders (ETO's)

General Frequently Asked Questions

Resident permits and exemptions for the Proposed School Street Scheme

Will residents be exempt from the School Street restrictions?

Yes. Residents living within the proposed School Street zone will be able to apply for a free exemption.

If the scheme is approved and introduced, Brent Council will write to all eligible households with details of how to apply. Applications can be made via our online system RingGo or by calling the school streets team if no access to apply online.

Please note all residents vehicles must be registered, there is no charge for a resident exemption permit or limit to the number of vehicles that can be added as long as they are registered to the address within the school street zone.

What if I have a one-off visitor, such as a delivery driver, tradesperson, friend or family member?

Residents will be able to register one-off visitor vehicles via RingGo free of charge or by calling the school street team.

If someone visits unexpectedly during the restricted period, residents will have up to 24 hours after the visit to register the vehicle and apply for their details to be added to the exemption list. This is intended to help with unplanned visits, such as emergency repairs, urgent deliveries, or short notice visits from family and friends.

What about regular visitors, such as carers, healthcare workers, childcare providers, cleaners, etc?

You can also apply via RingGo for exemption permits for regular visitors or by calling the school street team. Depending on the circumstances they can be issued for up to a year and again there is no charge.

This is intended to support residents who rely on regular care visits, childcare arrangements, healthcare support or other frequent visits during School Street operating hours.

What if I am not confident using an app or online system?

If the scheme goes ahead, Brent Council will send residents full guidance on how to apply for exemptions and visitor access.

We understand that not everyone is comfortable using an online system or has access to a computer. Brent Council has a dedicated team who can support residents who are unable to apply online via RingGo to ensure that everyone who is eligible can still apply for the exemption permits required, a telephone number will be provided for this purpose.

If my car is already inside the School Street zone, can I still leave during the restricted period?

Yes. If your vehicle is already in the zone before the restriction starts, you can still drive out during the restricted period.

The restriction only applies to vehicles entering the School Street during the operating times. It does not apply to vehicles leaving the area.

How will the School Street be enforced?

The proposed School Street will be enforced using Automatic Number Plate Recognition (ANPR) cameras.

The cameras record vehicles entering the School Street during the restricted hours and the footage is reviewed after 24 hours. If a vehicle enters during the operational times without a valid exemption permit, a Penalty Charge Notice (PCN) will be issued. Signs will be installed at all entry points to the school street zone, together with advanced warning signs to inform drivers they are approaching the zone.

The scheme will not use physical barriers or bollards.

Restriction times and school term dates

When will the School Street restrictions apply?

The School Street restrictions will be in operation during school term time and will not be enforced on Bank Holidays.

The operating times for the School Street will be shown on the signs at the entrances to the zone.

How will I know when the School Street restrictions are not in force?

When the School Street restrictions are not in operation, the signs at the entry points will be flapped closed which will help inform residents and their visitors that they can enter the area without requiring an exemption permit.

Penalty Charge Notices (PCNs) and appeals

What happens if one of my visitors or I receive a PCN?

If a PCN is issued, the usual statutory challenge and appeals process will apply.

Anyone who thinks a PCN has been issued incorrectly will be able to challenge it through the Council's regular parking and traffic enforcement process. Details will be included on the PCN and this will be placed on hold while the case is investigated, please do not pay the PCN as this will result in the case being closed.

Is there a special appeals process for School Street fines?

No. There is no separate fast-track appeals process for School Street PCNs.

The person who receives the PCN will need to submit representations in the normal way and provide any supporting evidence they would like the Council to consider. This could include exemption records, confirmation messages, booking details or other relevant information.

Each case will be looked at on its own merits in line with the relevant legislation and Council policy.

Trial period and next steps

Will the School Street be a permanent arrangement?

Not at first. If approved, the School Street would initially be introduced as trial for a maximum of 18-months via an Experimental Traffic Order (ETO).

By using this approach, Brent Council can see how it works in practice and take into account feedback and monitoring data before deciding whether it should stay in place permanently, be changed, or be removed.

How will traffic displacement be monitored if the School Street scheme is introduced?

Traffic data will be collected before the scheme is introduced to provide a baseline for comparison. If the scheme proceeds, further traffic monitoring will be undertaken

during the Experimental Traffic Order (ETO) period, including on roads outside the scheme boundary.

This data will be used to assess whether the scheme has resulted in any displacement of traffic onto surrounding roads and to understand the nature and extent of any impacts. The findings will form part of the ongoing monitoring and evaluation of the scheme during the experimental period.

What happens next?

The proposed School Street is subject to public consultation. The consultation will run for 21 days, during which residents, businesses and other stakeholders will have an opportunity to provide their views on the proposal.

Once the consultation has closed, all responses received will be carefully reviewed and analysed. The findings from the consultation will be considered alongside other relevant information before a decision is made on whether the scheme should proceed.

A decision report will then be prepared setting out the consultation findings, the Council's response to the feedback received and the decision on the proposal.

If the scheme is approved, the Council will then make the necessary preparations for implementation. Before the scheme begins operating, eligible residents will receive further information explaining:

how to apply for a resident exemption;

how to register visitor vehicles;

how longer-term visitor exemptions work;

where to get help if support is needed with RingGo; and

when the scheme will begin operating.

Subject to the outcome of the consultation and subsequent approval, the scheme is currently expected to be introduced in early 2027.